



GP/2152#2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re U.S. Patent Application)

Applicant: Nayel Saleh)

Serial No.: 09/637,969)

Filed: August 11, 2000)

For: Method and Apparatus for
Allocating Resources of a
Contact Center)

Attorney Docket: 6065/79184)

Art Unit: 2756

Examiner:

I hereby certify that this correspondence
is being deposited with the United States
Service as First Class Mail in an envelope
addressed to Assistant Commissioner of
Patents, Washington, D.C. 20231 on:
November 10, 2000.

Technology Center 2100

NOV 20 2000

RECEIVED

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

Sir:

Pursuant to 37 C.F.R. §1.97, a list of documents is disclosed on the attached Form PTO-1449. Listed Documents are U.S. patents and are enclosed herewith.

No inferences should be drawn that the attached list represents a comprehensive investigation, or that any material disclosed is equivalent to, anticipates, or renders obvious the subject invention.

The cited documents disclose numerous specific features. There has been no attempt to list each and every feature disclosed by each document. The Examiner is requested to review the documents and determine the extent of the materiality of the document disclosures with respect to the present invention.

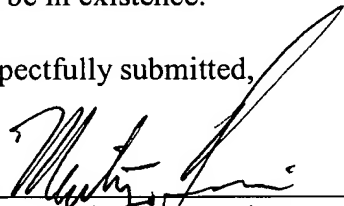
The citation of any documents herein is not to be construed as an admission that the art or document disclosure is necessarily within the invention field of endeavor, that the art or

document disclosure is necessarily prior in time to a particular date which may be relevant to the instant patent application, and/or that the art or document disclosure is otherwise necessarily prior art as defined by the patent law with respect to the instant invention and application.

Also, there is reserved the right to later set forth how the instant invention is distinguished over the disclosure of any document or other art, including the disclosures of the art and documents recited herein, that may be cited by the Examiner in rejecting a claim in the instant patent application. The recitation herein of the art and document(s) is not to be construed as an assertion that more pertinent art could not possibly be in existence.

Respectfully submitted,

By:


Maitreya P. Jani, Esq.
Registration No. 47,219

Dated: November 10, 2000

WELSH & KATZ, LTD.
120 South Riverside Plaza
22nd Floor
Chicago, Illinois 60606
Telephone: 312/655-1500
Facsimile: 312/655-1501